

POSITION DESCRIPTION

ID NUMBER:

POSITION TITLE: Program Assistant I

Job Description:

The Office of Facilities Regulation needs a program support person to assist the Complaint Unit Program with the day-to-day operation of incoming complaints (phone and fax) and reportable incidents concerning licensed professionals and licensed health care facilities and programs. This position will involve but are not limited to the following duties:

- Answering the phone lines and taking complaint information;
- Entering complaint information into one or more databases;
- Photocopying and disseminating complaint materials to appropriate parties;
- Assisting professional investigators with preparation and acquisition of materials;

Minimum qualifications:

Such as may have been gained through: possession of a Bachelor's Degree or comparable work experience in a public health and/or social service agency.

ADDITIONAL INFORMATION

Agency: Rhode Island Department of Health, Office of Facilities Regulation

City/State: Providence, Rhode Island

Salary: \$16.56/hour

Position: Program Assistant I – Office of Facilities Regulation

Skills: Experience with handling customer service calls and complaints; empathetic and able to ask scripted questions and remain dispassionate; accurately typing/entering data into established databases; ensuring and maintaining confidentiality of information received; providing notifications to appropriate program managers within required time lines; and performing various office/clerical support tasks as needed.

Position Type: Full-time; 35 hours/week (no benefits or paid time off)

Duration: Long-term; Indefinite

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